REQUEST FOR QUALIFICATION FOR FULL SERVICE FALSE ALARM SERVICE SOLUTION Rebid - RFQ 2013 - 5 City of Dunwoody, Georgia March 12, 2013

I. INVITATION

The City of Dunwoody, Georgia is interested in obtaining the services of a professional, highly qualified full service false alarm solution firm to provide all services related to the implementation, maintenance, and customer service of a false alarm program.

Interested and qualified contractors who have the ability to handle this type work are invited to submit proposals.

Proposals will be accepted until 4:00 P.M. on March 26, 2013. Submittals should be addressed to:

John Gates Purchasing Manager City of Dunwoody 41 Perimeter Center East, Suite 250 Dunwoody, Georgia 30346 678-382-6750

Written responses and all supporting materials must be submitted in one original plus three copies to the purchasing department in a sealed envelope stating on the outside the Contractor's name, address, telephone number, RFQ 2013 – 5, title and due date. No facsimile or email responses will be considered.

II. OVERVIEW OF CITY DATA AND FEE SCHEDULE

On December 1, 2008 the City of Dunwoody became Georgia's newest municipality. This 13 square mile community of just over 46,000 residents is also home to many of metro Atlanta's top dining, shopping, schools, and recreation activities and destinations. The City of Dunwoody is approximately 15 miles north of downtown Atlanta at the most northern tip of DeKalb County.

Dunwoody is strategically located in a cradle of three major transportation routes: to the west, the north line of the regional commuter metro rail system, Marta; to the south, Interstate 285, the perimeter beltway ringing suburban Atlanta; and on the east, Peachtree Industrial Boulevard. At the southwest corner of the city is the Perimeter Center, a regional employment center and the southeast's largest economic hub outside of Atlanta. With Perimeter Center's high rise office complexes, Dunwoody's daytime population more than doubles during business hours. Outside of the perimeter area, the majority of the City

of Dunwoody is comprised of low density, stable single family homes and smaller neighborhood-level shopping centers and office complexes.

The Dunwoody Police Department routinely responds to false alarm calls. The number of false alarm calls is listed below by year:

3,110	*Start up year with only nine months worth of data.
4,139	
4,061	
4,317	
	3,110 4,139 4,061 4,317

The Dunwoody Police Department receives dispatched calls for service from the Chattahoochee River 9-1-1 Authority using the SunGard/OSSI CAD System. The department is a subscriber in this joint center operated by the Cities of Sandy Springs and Johns Creek. Together, the three cities worked to draft a similar False Alarm Ordinance which has now been adopted by all 3 cities.

In January 2013, the City of Dunwoody adopted its ordinance which will bring awareness to the problem of false alarms. The ordinance also puts the mechanisms in place to gain compliance with appropriate and effective alarm usage. Alarm users will be required to register their alarms. There is a \$25 registration fee for commercial alarms and no registration fee for residential alarms. Alarm users who are not compliant with the ordinance will be subject to the following fines:

First false alarm	No Charge
Second through fifth false alarm	\$50.00 per occurrence
Sixth false alarm	\$100.00
Seventh false alarm	\$150.00
Eighth false alarm	\$250.00
Ninth false alarm	\$350.00
Tenth and over false alarm	\$500.00
Failure to Register	\$100.00

III. SCOPE OF SERVICES

The City of Dunwoody is seeking a qualified firm to provide all administrative and technical services related to the implementation and on-going efforts associated with a

False Alarm Program. The goal of this program is to reduce the numbers of false alarms in the City of Dunwoody, thereby reducing the amount of police resources required to respond to false alarms.

Specific responsibilities include, but are not limited to:

- Full service outsourcing of the City of Dunwoody False Alarm Program
- Provide logistical planning and assistance in the implementation of the False Alarm Program.
- Provide ordinance education program and advertising to the citizens of Dunwoody using city-approved correspondence.
- Conduct all aspects of alarm user registration and renewals.
- Web-based functionality with online access 24/7.
- Provide and administer alarm user awareness classes.
- Integration with current and future CAD systems including the ability to electronically populate the CAD software with the list of no response violators.
- Maintain a database of false alarms with ability to create reports
- Provide hearing and appeals support.
- Conduct all notifications, billings, correspondence and collections in accordance with the false alarm ordinance on our letterhead.
- Maintain a bank account for the deposit of fines and fees.
- Conduct distributions as agreed to per contract.
- Provide all records and statements as required for audit purposes.

IV. CONTRACT LENGTH

This proposal is for awarding a contract to cover a one year period with options to renew under the same terms and conditions.

The City may, at its option and with the approval of the firm, extend the period of this agreement for an additional two (2) one-year periods, provided the scope of the engagement does not substantially change. The agreement shall automatically renew unless the firm is notified thirty (30) days prior, in writing by the City Manager or his/her designee of the intention to terminate. Termination of the Agreement by the City can occur at any time during the Agreement period and at the City's discretion with a thirty (30) day notice.

V. SELECTION PROCESS

The Contract award will be made after selection of one (1) respondent's proposal from among all respondents with implementation of services to follow. However, this RFQ does not indicate a commitment by the City to award a contract to any successful respondent. An award of contract is estimated to occur within approximately sixty (60) calendar days after receipt of proposals. The City intends to evaluate the proposed services based upon the

data presented in response to the RFQ. The proposals will then be reviewed based on qualifications, specific experience, references, familiarity with the services and pricing, and then rated according to which company best meets the City's requirements. The cities of Dunwoody, Sandy Springs and Johns Creek are all issuing separate RFQ's but have an interest in selecting the same vendor to provide alarm management services.

Those firms whose proposals most closely meet the needs of the City of Dunwoody may be required to attend an interview with the City of Dunwoody staff. Failure to attend this meeting, if selected, may give cause to have your proposal declared non-responsive, at the City's discretion.

VI. KEY CONSIDERATIONS & EVALUATION CRITERIA

Firm submittals should include a cover letter providing an introduction to the firm or team and stating the full name, address phone and fax numbers of the organization and the branch office or other subordinate entity that will perform or assist in performing the services described herein. If responding as a team, then the lead firm should be designated with a project manager identified as the single point of contact. Indicate the type of firm ownership (individual, partnership or corporation) and explain any proposed joint venture relationships. Include the state in which the firm is incorporated or licensed to operate and provide a valid insurance certification. Please provide 1 original and 3 hard copies, plus 1 cd.

Submittals should address the following characteristics and qualifications:

<u>Team Organization and Personnel</u> – Describe the responsibility, experience and qualifications of the individual(s) who would comprise the service team.

<u>Previous Experience</u> – including examples of previously completed projects, which includes contact person and contact information.

<u>Customer Service</u> - Describe the firm's philosophy for servicing an account and commitment to customer service and quality assurance.

<u>Work Approach and Schedule</u> – demonstrating the ability to perform the work outlined in the scope of services on schedule. A preliminary work program and schedule should be included.

<u>Fee Information</u> - Describe your revenue-sharing method of compensation for your services. Discuss how your revenue-sharing method of compensation will be transparent and reported to our team. Itemize any costs not included in the revenue-sharing model. If selected, what are your methods of disclosing compensation to the City and the frequency of that disclosure?

VII. GENERAL INFORMATION

All proposals and related materials become the property of the City of Dunwoody and may be returned only at its option.

The City of Dunwoody is not obligated to accept any proposal or to negotiate with any respondent. All transactions are subject to the final approval of the City of Dunwoody who reserves the right to reject any or all proposals without cause or liability.

All costs directly or indirectly related to responding to this RFQ (including all costs incurred in supplementary documentation, information or presentation) will be borne by the proposer.

VIII. INQUIRES

Inquiries regarding this Proposal for Qualifications should be directed by mail or email to:

Name Deputy Chief David Sides Email Address: david.sides@dunwoodyga.gov

Mailing Address: 41 Perimeter Center East Suite 100 Dunwoody, GA

30346

Phone Number: 678-382-6901 Fax Number: 770-396-4835

All inquiries will receive written responses communicated to all interested parties. Inquiries will be accepted until seven (7) days prior to proposal submittals.